

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Interim Guidelines November 1999**  
**Bell Atlantic - Massachusetts**

**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING**

PRE-ORDERING*		Actual Performance				
Metric #		Standard	BA	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface						
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.09	8.12	8.03	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.36	6.45	6.10	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	0.86	8.72	7.86	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.13	6.93	6.80	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	0.86	NA		
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	UD	5.96		
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-08	% Timeouts - EDI	not > .33%		1.99		
PO-1-08	% Timeouts - CORBA	not > .33%		UD		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	0.09	9.86	9.77	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD		
PO-2 - OSS Interface Availability						
PO-2-01	OSS Interf. Avail. – Total - EDI	24 hours x 7 days		99.64		161280
PO-2-01	OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days		99.49		161280
PO-2-01	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days		99.49		161280
PO-2-02	OSS Interf. Avail. – Prime Time - EDI	>=99.5%		99.43		103680
PO-2-02	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%		99.20		103680
PO-2-02	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%		99.20		103680
PO-2-03	OSS Interf. Avail. – Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays		100.00		57600
PO-2-03	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)			100.00		57600
PO-2-03	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI			100.00		57600
PO-5 - Average Notification of Interface Outage						
PO-5-01	Average Notice of Interface Outage	<20 minutes		18.71		14
PO-6 - Software Validation						
PO-6-01	Software Validation	<= 5%		UD		
PO-7 - Software Problem Resolution Timeliness						
PO-7-01	% Software Problem Res. Timeliness	>=95%		UD		
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours		UD		
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days		UD		
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours		UD		
Change Notification*						
PO-4 - Timeliness of Change Management Notice						
PO-4-01	% Notices Sent on Time - Emergency Maint.	> = 95% and no delayed notices and documentation over 8 days		100.00		3
PO-4-01	% Notices Sent on Time - Regulatory			NA		
PO-4-01	% Notices Sent on Time - Industry Standard			NA		
PO-4-01	% Notices Sent on Time - BA Orig.			0.00		1
PO-4-01	% Notices Sent on Time - TC Orig.	Notification before Implementation If Period not set, default to Ind. Std. Time		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.			NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	Notification before Implementation If Period not set, default to Ind. Std. Time		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days		21		1
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days		NA		
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**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING continued**

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**CLEC Aggregate Performance**  
**ORDERING - RESALE POTS / SPECIAL SERVICES**

RESALE Pre-Ordering			
Metric #		Standard	<div> <div>CLEC Aggregate Performance</div> <div>CLEC Aggregate Observations</div> </div>
<b>PO-3 - Contact Center Availability</b>			
PO-3-01	Average Speed of Answering – Ordering (secs)		23.40
PO-3-02	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	86.60
PO-3-03	Average Speed of Answering – Repair *& (secs)		24.00
PO-3-04	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	80.58
51644			
POTS & Pre-qualified Complex - Electronically Submitted			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		3.26
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.86
OR-1-03	Average LSRC Time < 10 Lines		9.09
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	98.28
OR-1-05	Average LSRC Time >= 10 Lines		2.98
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00
8			
<b>OR-2 - Reject Timeliness</b>			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.00
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00
OR-2-03	Average LSR Reject Time < 10 Lines		9.60
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	97.84
OR-2-05	Average LSR Reject Time >= 10 Lines		7.03
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00
25			
Complex Services - Electronically Submitted			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-03	Average LSRC Time < 10 Lines		UD
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours	UD
OR-1-05	Average LSRC Time >= 10 Lines		UD
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-03	Average LSR Reject Time < 10 Lines		UD
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD
OR-2-05	Average LSR Reject Time >= 10 Lines		UD
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD
POTS / Special Services - Aggregate			
<b>OR-3 - Percent Rejects</b>			
OR-3-01	% Rejects	No Standard	44.70
9916			
<b>OR-4 - Timeliness of Completion Notification</b>			
OR-4-01	Completion Notice – Average Response Time		0.00
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon	99.89
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD
5685			
<b>OR-5 - Percent Flow-Through</b>			
OR-5-01	% Flow Through - Total	No Standard Developed	43.05
OR-5-02	% Flow Through - Simple	No Standard Developed	45.14
OR-5-03	% Flow Through Achieved	95%	UD
8593			
8190			
<b>OR-6 - Order Accuracy**</b>			
OR-6-01	% Accuracy - Orders	95% Orders without Errors	58.84
OR-6-02	% Accuracy – Opportunities	95% Orders without Errors	90.86
OR-6-03	% Accuracy – LSRC	95% Orders without Errors	85.71
379			
6006			
49			
Special Services - Electronically Submitted			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-03	Average LSRC Time < 10 Lines		17.77
OR-1-03	Average ASRC Time < 10 Lines DS0		UD
OR-1-03	Average ASRC Time < 10 Lines DS1		UD
OR-1-03	Average ASRC Time < 10 Lines DS3		UD
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	99.74
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD
OR-1-05	Average LSRC Time >= 10 Lines		12.47
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD
3			
<b>OR-2 - Reject Timeliness</b>			
OR-2-03	Average LSR Reject Time < 10 Lines		10.02
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	100.00
OR-2-05	Average LSR Reject Time >= 10 Lines		9.03
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00
1			

Legend Notations defined on Legend sheet - last page

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**CLEC Aggregate Performance**  
**PROVISIONING - RESALE POTS / SPECIAL SERVICES**

POTS - Provisioning - Total		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04 PR-1-05	PR-1 - Average Interval Offered								
	Average Interval Offered – Dispatch (6-9 Lines)	Parity with BA Retail	7.60	5.57	201	21	5.24	1.20	1.69
	Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail	8.25	9.11	158	18	6.51	1.62	-0.53
PR-2-04 PR-2-05	PR-2 - Average Completed Interval								
	Average Interval Completed - Dispatch (6-9 Lines)	Parity with BA Retail	7.61	5.12	164	17	5.81	1.48	1.68
	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail	7.68	9.25	122	12	5.94	1.80	-0.87
PR-3-01 PR-3-02 PR-3-03 PR-3-04 PR-3-05 PR-3-06 PR-3-07 PR-3-08 PR-3-09 PR-3-10	PR-3 - Completed within Specified Days								
	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	78.37	57.41	109387	1221		1.18	-17.69
	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	86.24	79.20	109387	1221		0.99	-7.10
	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	91.00	87.14	109387	1221		0.82	-4.69
	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	22.50	5.27	12944	455		1.99	-8.65
	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	29.71	11.21	12944	455		2.18	-8.49
	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	39.55	27.69	12944	455		2.33	-5.09
	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	90.73	84.67	122331	1676		0.71	-8.50
	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	96.93	96.72	109387	1221		0.50	-0.42
	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	75.87	89.23	12944	455		2.04	6.55
	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	96.47	97.37	122331	1676		0.45	1.98
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments								
	Average Delay Days – Total	Parity with BA Retail	2.44	1.14	2930	28	3.42	0.65	2.00
	% Missed Appointment – Customer	None: Analysis Only	1.86	2.14					
	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	8.39	3.88	33993	721		1.04	4.32
	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.04	0.00	182291	4423		0.03	1.31
	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		5144			
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders								
	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.61	0.39	216284	5144		0.11	2.00
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.01	0.00	216284	5144		0.01	0.71
	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	216284	5144			
PR-6-01 PR-6-02 PR-6-03	PR-6 - Installation Quality								
	% Installation Troubles reported within 30 Days	Parity with BA Retail	3.58	2.33	195396	10787		0.18	6.81
	% Installation Troubles reported within 7 Days	Parity with BA Retail	2.08	1.18	195396	10787		0.14	6.37
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	2.99	1.63	195396	10787		0.17	8.05
POTS - Business									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	1.29	1.92	16131	1327	2.64	0.08	-8.36
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	4.22	4.17	3532	412	2.14	0.11	0.45
PR-2-01 PR-2-03	PR-2 - Average Completed Interval								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	1.19	1.89	15819	1305	2.39	0.07	-10.17
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	4.56	4.14	3146	375	3.08	0.17	2.50
POTS - Residence									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	0.82	1.52	142955	825	2.18	0.08	-9.20
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	3.74	4.56	11038	94	3.13	0.32	-2.53
PR-2-01 PR-2-03	PR-2 - Average Completed Interval								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	0.79	1.15	141825	809	2.06	0.07	-4.96
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	3.96	4.26	9798	80	3.67	0.41	-0.73
POTS & Complex Aggregate									
PR-1-10 PR-1-11	PR-1 - Average Interval Offered								
	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.26	1.59	47961	840	8.82	0.31	8.70
	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	2.32	0.00	28	1	3.75	3.82	0.61
PR-2-10 PR-2-11	PR-2 - Average Completed Interval								
	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.16	1.52	47850	839	8.53	0.30	8.89
	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	2.32	0.00	28	1	3.75	3.82	0.61
Complex Services									
PR-1-01 PR-1-02	PR-1 - Average Interval Offered								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	4.82	1.79	667	57	3.53	0.49	6.22
	Average Interval Offered – Total Dispatch	Parity with BA Retail	8.84	10.42	369	19	5.19	1.22	-1.29
PR-2-01 PR-2-02	PR-2 - Average Completed Interval								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.76	1.82	639	56	3.62	0.50	5.83
	Average Interval Completed – Total Dispatch	Parity with BA Retail	9.12	8.10	299	20	5.48	1.27	0.81
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments								
	Average Delay Days – Total	Parity with BA Retail	4.85	2.00	52	1	6.75	6.81	0.42
	% Missed Appointment – Customer	None: Analysis Only	9.63	3.61					
	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	6.11	4.00	818	25		4.86	0.43
	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.23	0.00	864	58		0.65	0.35
	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		1.20		83			
PR-6-01	PR-6 - Installation Quality								
	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					
continued									

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**CLEC Aggregate Performance**  
**PROVISIONING - RESALE POTS / SPECIAL SERVICES continued**

Special Services - Provisioning		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	5.06	3.65	2317	257	4.38	0.29	4.90
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	8.49	8.00	960	44	4.32	0.67	0.74
PR-1-06	Average Interval Offered – DS0	Parity with BA Retail	8.60	3.92	390	37	4.92	0.85	5.53
PR-1-07	Average Interval Offered – DS1	Parity with BA Retail	8.43	7.31	859	36	4.39	0.75	1.50
PR-1-08	Average Interval Offered – DS3	Parity with BA Retail	17.50	NA	4		8.02		
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.62	5.75	884	52	6.43	0.92	-1.23
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	5.17	NA	6		0.41		
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.84	3.60	2169	245	5.01	0.34	3.67
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	8.72	9.34	619	32	2.74	0.50	-1.25
PR-2-06	Average Interval Completed – DS0	Parity with BA Retail	8.37	3.71	329	35	6.02	1.07	4.35
PR-2-07	Average Interval Completed – DS1	Parity with BA Retail	8.15	8.03	729	32	4.19	0.76	0.16
PR-2-08	Average Interval Completed – DS3	Parity with BA Retail	80.00	NA	2		104.65		
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.57	6.08	878	52	6.41	0.91	-1.65
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.17	NA	6		0.41		
PR-4 - Missed Appointments									
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	1.46	0.64	3570	313		0.71	1.16
PR-4-02	Average Delay Days – Total	Parity with BA Retail	4.27	4.00	52	2	4.61	3.32	0.08
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	8.46	4.47					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		313			
PR-5- Facility Missed Orders									
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.45	0.00	3570	313		0.39	1.14
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	3570	313			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	3570	313			
PR-6- Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	0.77	0.41	11445	1446		0.24	1.45
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.05	0.14	11445	1446		0.06	-1.34
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**CLEC Aggregate Performance**  
**MAINTENANCE - RESALE / SPECIAL SERVICES**

POTS / Complex - Maintenance			Actual Performance		Number of Observations				
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	0.92	0.45	4620570	209473		0.02	21.93
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.10	0.11	4620570	209473		0.01	-1.70
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	18.25	7.94					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.79	0.40	4620570	209473		0.02	19.52
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	9.04	8.55	42495	947		0.94	0.52
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	10.32	15.18	4401	224		2.08	-2.33
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	5.35	7.69	36464	845		0.78	-2.99
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	15.95	14.00	46896	1171	16.92	0.50	3.90
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	16.42	14.17	42495	947	16.88	0.55	4.06
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	11.48	13.30	4401	224	16.45	1.13	-1.61
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	80.50	84.80	46896	1171		1.17	3.67
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	76.68	68.12	35398	894		1.43	5.98
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	51.05	42.51	35398	894		1.69	5.04
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	19.60	14.54	35398	894		1.34	3.76
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.67	16.57	46896	1171		1.15	1.82
<b>Special Services - Maintenance</b>									
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.30	0.30	444982	11393		0.05	-0.06
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.17	0.30	444982	11393		0.04	-3.31
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.80	4.85	1313	34	8.17	1.42	1.37
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.57	100.00	1313	34		3.16	1.08
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	56.77	44.12	1263	34		8.61	1.47
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.56	0.00	1263	34		3.22	1.11
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	20.79	29.41	1313	34		7.05	-1.22
Legend Notations defined on Legend sheet - last page									

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**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

**UNE Pre-ordering**

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	<b>PO-3 - Contact Center Availability</b>		<b>41.34</b>	
PO-3-01	Average Speed of Answering - Ordering* (secs)		<b>82.85</b>	<b>11609</b>
PO-3-02	% Answered within 30 Seconds - Ordering *	80% within 30 Seconds	<b>24.00</b>	
PO-3-03	Average Speed of Answering - Repair *& (secs)			
PO-3-04	% Answered within 30 Seconds - Repair *&	80% within 30 Seconds	80.58	51644

**POTS/Pre-qualified Complex - Electronically Submitted**

	<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.29	
OR-1-02	% On Time LSRC - Flow Through	95% within 2 Hours	99.85	4229
OR-1-03	Average LSRC Time < 10 Lines		17.36	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 24 Hours	82.16	4877
OR-1-05	Average LSRC Time >= 10 Lines		37.51	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	77.29	185
	<b>OR-2 - Reject Timeliness</b>			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.00	
OR-2-02	% On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	631
OR-2-03	Average LSR Reject Time < 10 Lines		24.83	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	69.57	700
OR-2-05	Average LSR Reject Time >= 10 Lines		42.55	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	80.72	83

**Complex Services - Electronically Submitted**

	<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-03	Average LSRC Time < 10 Lines		UD	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD	
	<b>OR-2 - Reject Timeliness</b>			
OR-2-03	Average LSR Reject Time < 10 Lines		UD	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD	
OR-2-05	Average LSR Reject Time >= 10 Lines		UD	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD	

**POTS / Special Services - Aggregate**

	<b>OR-3 - Percent Rejects</b>			
OR-3-01	% Rejects	No Standard	22.73	11545
	<b>OR-4 - Timeliness of Completion Notification</b>			
OR-4-01	Completion Notice - Average Response Time		0.00	
OR-4-02	Completion Notice - % On Time	95% by noon next bus. day	100.00	6292
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
	<b>OR-5 - Percent Flow-Through</b>			
OR-5-01	% Flow Through - Total	No Standard Developed	35.72	11837
OR-5-02	% Flow Through - Simple	No Standard Developed	45.51	9291
OR-5-03	% Flow Through Achieved	95%	UD	
	<b>OR-6 - Order Accuracy*</b>			
OR-6-01	% Accuracy - Orders	95% orders without errors	68.26	734
OR-6-02	% Accuracy - Opportunities	95% orders without errors	95.75	9097
OR-6-03	% Accuracy - LSRC	95% orders without errors	95.08	711

continued

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**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

**Special Services - Electronically Submitted**

Metric #

**OR-1 - Order Confirmation Timeliness**

OR-1-03	Average LSRC Time < 10 Lines
OR-1-03	Average ASRC Time < 10 Lines DS0
OR-1-03	Average ASRC Time < 10 Lines DS1
OR-1-03	Average ASRC Time < 10 Lines DS3
OR-1-04	% On Time LSRC < 10 Lines
OR-1-04	% On Time ASRC < 10 Lines DS0
OR-1-04	% On Time ASRC < 10 Lines DS1
OR-1-04	% On Time ASRC < 10 Lines DS3
OR-1-05	Average LSRC Time >= 10 Lines
OR-1-05	Average ASRC Time >= 10 Lines DS0
OR-1-05	Average ASRC Time >= 10 Lines DS1
OR-1-05	Average ASRC Time >= 10 Lines DS3
OR-1-06	% On Time LSRC >= 10 Lines
OR-1-06	% On Time ASRC >= 10 Lines DS0
OR-1-06	% On Time ASRC >= 10 Lines DS1
OR-1-06	% On Time ASRC >= 10 Lines DS3

**OR-2 - Reject Timeliness**

OR-2-03	Average LSR Reject Time < 10 Lines
OR-2-04	% On Time LSR Reject < 10 Lines
OR-2-05	Average LSR Reject Time >= 10 Lines
OR-2-06	% On Time LSR Reject >= 10 Lines

Standard

CLEC Aggregate  
Performance

CLEC Aggregate  
Observations

	80.65	
	UD	
	UD	
	UD	
95% within 48 Hours	20.00	5
95% within 48 Hours	UD	
95% within 48 Hours	UD	
95% within 48 Hours	UD	
	12.40	
	UD	
	UD	
	UD	
95% within 72 Hours	100.00	1
95% within 72 Hours	UD	
95% within 72 Hours	UD	
95% within 72 Hours	UD	

**Special Services - FAX/MAIL Submitted**

**OR-1 - Order Confirmation Timeliness**

OR-1-07	Average LSRC Time < 10 Lines
OR-1-07	Average ASRC Time < 10 Lines DS0
OR-1-07	Average ASRC Time < 10 Lines DS1
OR-1-07	Average LSRC Time < 10 Lines (Fax)
OR-1-08	% On Time LSRC < 10 Lines
OR-1-08	% On Time ASRC < 10 Lines DS0
OR-1-08	% On Time ASRC < 10 Lines DS1
OR-1-08	% On Time LSRC < 10 Lines (Fax)
OR-1-09	Average LSRC Time >= 10 Lines
OR-1-09	Average ASRC Time >= 10 Lines DS0
OR-1-09	Average ASRC Time >= 10 Lines DS1
OR-1-09	Average LSRC Time >= 10 Lines (Fax)
OR-1-10	% On Time LSRC >= 10 Lines
OR-1-10	% On Time ASRC >= 10 Lines DS0
OR-1-10	% On Time ASRC >= 10 Lines DS1
OR-1-10	% On Time LSRC >= 10 Lines (Fax)

**OR-2 - Reject Timeliness**

OR-2-07	Average LSR Reject Time < 10 Lines
OR-2-08	% On Time LSR Reject < 10 Lines
OR-2-09	Average LSR Reject Time >= 10 Lines
OR-2-10	% On Time LSR Reject >= 10 Lines

	18.62	
	UD	
	UD	
	UD	
95% within 72 Hours	98.95	95
95% within 72 Hours	UD	
95% within 72 Hours	UD	
95% within 72 Hours	UD	
	NA	
	UD	
	UD	
	UD	
95% within 96 Hours	NA	
95% within 96 Hours	UD	
95% within 96 Hours	UD	
95% within 96 Hours	UD	

	24.53	
95% within 72 Hours	100.00	39
	NA	
95% within 96 Hours	NA	

Legend Notations defined on Legend sheet - last page



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**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES**

**POTS - Provisioning**

Metric #	Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated	6.81	161				
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.29	NA	16131	2.64		
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.29	2.19	16131	2.64	0.24	-3.78
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.22	7.00	3532	11	2.14	0.65
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.22	1.33	3532	6	2.14	0.87
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.60	NA	201	5.24		3.31
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.60	NA	201	5.24		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	8.25	NA	158	6.51		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	8.25	NA	158	6.51		
PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispatch – Hot Cut Loop	1-9=5, 10+=Negotiated	7.70	111				
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.19	NA	15819	2.39		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.19	2.19	15819	2.39	0.22	-4.62
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) – Loop	Parity with BA Retail	4.56	7.75	3146	8	3.08	1.09
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.56	1.33	3146	6	3.08	1.26
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) – Loop	Parity with BA Retail	7.61	NA	164	5.81		2.57
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.61	NA	164	5.81		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) – Loop	Parity with BA Retail	7.68	NA	122	5.94		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	7.68	NA	122	5.94		
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	78.37	19.44	109387	108	3.96	-14.87
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	86.24	73.15	109387	108	3.32	-3.95
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	91.00	94.44	109387	108	2.76	1.25
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	22.50	33.33	12944	6	17.05	0.64
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	29.71	100.00	12944	6	18.66	3.77
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	39.55	100.00	12944	6	19.97	3.03
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	90.73	95.61	122331	114	2.72	1.80
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	96.93	95.37	109387	108	1.66	-0.94
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	75.87	100.00	12944	6	17.47	1.38
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	96.47	98.25	122331	114	1.73	1.03
PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with BA Retail	2.44	14.50	2930	2	3.42	2.42
PR-4-03	% Missed Appt. – Customer	None: Analysis Only	1.86	6.00				-4.99
PR-4-04	% Missed Appt. – BA – Dispatch - Loop New	Parity with BA Retail	8.39	5.88	33993	34	4.76	0.53
PR-4-04	% Missed Appt. – BA – Dispatch - Platform	Parity with BA Retail	8.39	0.00	33993	28	5.24	1.60
PR-4-04	% Missed Appt. – BA – Dispatch - Hot Cut	Parity with BA Retail	8.39	0.00	33993	17		
PR-4-05	% Missed Appt. – BA – No Dispatch - Hot Cut Loop	Parity with BA Retail	0.04	0.00	182291	160	0.16	0.25
PR-4-05	% Missed Appt. – BA – No Dispatch - Other	Parity with BA Retail	0.04	NA	182291			
PR-4-05	% Missed Appt. – BA – No Dispatch - Platform	Parity with BA Retail	0.04	0.00	182291	818	0.07	0.57
PR-4-06	% On Time Performance – Hot Cut	95% Completed Within Window		95.87		242		
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf. – Hot Cut Loop	None: Analysis Only		0.00		177		
PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation – Other	None: Analysis Only		NA				
PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation- Platform	None: Analysis Only		0.00		846		
PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.61	0.00	216284	989	0.25	2.46
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.01	0.00	216284	989	0.03	0.31
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	216284	989		
PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	3.58	3.62	195396	1325	0.51	-0.09
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity w/BA Retail for Found Troubles	3.58	4.47	195396	1321	0.51	-1.73
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	< = 2%		0.74		816		
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity w/BA Retail for Found Troubles	2.08	1.43	195396	1325	0.39	1.63
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/BA Retail for Found Troubles	2.08	1.29	195396	1321	0.39	2.00
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Loop	None: Analysis Only	2.99	4.45	195396	1325	0.47	-3.12
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE – Other	None: Analysis Only	2.99	6.51	195396	1321	0.47	-7.49
POTS & Complex Aggregate								
PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects – No Dispatch	Parity with BA Retail	4.26	9.27	47961	393	8.82	0.45
PR-1-11	Av. Interval Offered - Disconnects – Dispatch	Parity with BA Retail	2.32	11.00	28	1	3.75	3.82
PR-2 - Average Completed Interval								
PR-2-10	Av. Completed Interval - Disconnects – No Dispatch	Parity with BA Retail	4.16	9.28	47850	393	8.53	0.43
PR-2-11	Av. Completed Interval - Disconnects – Dispatch	Parity with BA Retail	2.32	11.00	28	1	3.75	3.82
continued								

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**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES continued**

Complex Services		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score			
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs							
PR-1-01 PR-1-02	PR-1 - Average Interval Offered	Parity with BA Retail Parity with BA Retail	4.82	4.27	667	41	3.53	0.57	0.97				
	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch		8.84	6.27	369	642	5.19	0.34	7.58				
PR-2-01 PR-2-02	PR-2 - Average Completed Interval	Parity with BA Retail Parity with BA Retail	4.76	4.95	639	40	3.62	0.59	-0.32				
	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch		9.12	7.95	299	582	5.48	0.39	3.00				
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments	Parity with BA Retail None: Analysis Only Parity with BA Retail Parity with BA Retail None: Analysis Only	4.85	15.83	52	60	6.75	1.28	-8.59				
	Average Delay Days – Total		9.63	7.41									
	% Missed Appointment – Customer		6.11	8.49	818	707		1.23	-1.94				
	% Missed Appointment – BA – Dispatch		0.23	0.00	864	62		0.63	0.37				
	% Missed Appointment – BA – No Dispatch			0.00		769							
PR-6-01	PR-6 - Installation Quality	Parity with BA Retail	3.58	10.94	195396	731		0.69	-10.70				
	% Installation Troubles Reported within 30 Days												
Special Services - Provisioning													
PR-1-01 PR-1-02 PR-1-06 PR-1-07 PR-1-08 PR-1-09 PR-1-09 PR-1-09 PR-1-10 PR-1-11	PR-1 - Average Interval Offered	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail EEL Legend EEL Legend IOF Legend Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	5.06	NA	2317		4.38						
	Av. Interval Offered – Total No Dispatch		8.49	12.69	960	13	4.32	1.21	-3.48				
	Av. Interval Offered – Total Dispatch		8.60	NA	390		4.92						
	Av. Interval Offered – DS0		8.43	12.69	859	13	4.39	1.23	-3.47				
	Av. Interval Offered – DS1		17.50	NA	4		8.02						
	Av. Interval Offered – DS3			UD									
	Av. Interval Offered – Total - EEL – Backbone			UD									
	Av. Interval Offered – Total - EEL – Loop			15.73		126							
	Av. Interval Offered – Total - IOF		4.62	NA	884		6.43						
	Av. Interval Offered – Disconnects – No Dispatch		5.17	NA	6		0.41						
	Av. Interval Offered – Disconnects – Dispatch												
	PR-2-01 PR-2-02 PR-2-06 PR-2-07 PR-2-08 PR-2-09 PR-2-09 PR-2-09 PR-2-10 PR-2-11		PR-2 - Average Completed Interval	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail EEL Legend EEL Legend IOF Legend Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	4.84	NA	2169		5.01				
			Av. Interval Completed – Total No Dispatch		8.72	NA	619		2.74				
			Av. Interval Completed – Total Dispatch		8.37	NA	329		6.02				
			Av. Interval Completed – DS0		8.15	26.00	729	3	4.19	2.42	-7.36		
Av. Interval Completed – DS1		80.00	NA		2		104.65						
Av. Interval Completed – DS3			UD										
Av. Interval Completed – Total - EEL – Backbone			UD										
Av. Interval Completed – Total - EEL – Loop			23.18			49							
Av. Interval Completed – Total - IOF		4.57	NA		878		6.41						
Av. Interval Completed – Disconnects – No Dispatch		5.17	NA		6		0.41						
Av. Interval Completed – Disconnects – Dispatch													
PR-4-01 PR-4-01 PR-4-01 PR-4-02 PR-4-02 PR-4-02 PR-4-03 PR-4-03 PR-4-08		PR-4 - Missed Appointments	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail None: Analysis Only None: Analysis Only None: Analysis Only None: Analysis Only None: Analysis Only None: Analysis Only None: Analysis Only None: Analysis Only None: Analysis Only		1.46	9.52	3570	21		2.63	-3.07		
		% Missed Appointment – BA – Total			1.46	UD	3570						
		% Missed Appointment – BA – Total - EEL			1.46	6.57	3570	137		1.04	-4.89		
		% Missed Appointment – BA – Total- IOF			4.27	1.00	52	2	4.61	3.32	0.98		
	Average Delay Days – Total	4.27		UD	52		4.61						
	Average Delay Days – Total - EEL	4.27		27.89	52	9	4.61	1.66	-14.19				
	Average Delay Days – Total - IOF	8.46		57.14									
	% Missed Appointment – Customer	8.46		UD									
	% Missed Appointment – Customer - EEL			0.00		21							
	% Missed Appt. – Customer – Late Order Conf.												
	PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders		Parity with BA Retail Parity with BA Retail Parity with BA Retail	0.45	9.52	3570	21		1.46	-6.19		
		% Missed Appointment – BA – Facilities			0.00	0.00	3570	21					
		% Orders Held for Facilities > 15 Days			0.00	0.00	3570	21					
	PR-6-01 PR-6-03	PR-6 - Installation Quality		Parity w/BA RT for Found Troubles None: Analysis Only	0.77	0.00	11445	21		1.91	0.40		
		% Installation Troubles reported within 30 Days			0.05	0.00	11445	21		0.50	0.10		
PR-7-01	PR-7 - Jeopardy Reports	Jeopardy Legend		UD									
	% Orders with Jeopardy Status - EEL												
*Legend Notations defined on Legend sheet - last page													

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**CLEC Aggregate Performance**  
**MAINTENANCE - UNE POTS / SPECIAL SERVICES**

POTS - Maintenance		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	0.92	1.26	4620570	21344		0.07	-5.13
MR-2-02	Network Trouble Report Rate – Loop - Platform	Parity with BA Retail	0.92	UD	4620570			0.10	
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.10	0.22	4620570	21344		0.02	-6.13
MR-2-04	% Subsequent Reports	I/C/W MRAs	18.25	21.00					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.79	1.77	4620570	21344		0.06	-16.17
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	9.04	42.91	42495	268		1.76	-19.28
MR-3-01	% Missed Repair Appointment – Loop - Platform	Parity with BA Retail	9.04	UD	42495				
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	10.32	31.25	4401	48		4.41	-4.74
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Loop	None: Analysis Only	5.35	26.41	36464	231		1.49	-14.18
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	5.35	UD	36464	5		10.06	
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	15.95	57.62	46896	316	16.92	0.95	-43.64
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	16.42	62.42	42495	268	16.88	1.03	-44.46
MR-4-02	Mean Time To Repair – Loop Trouble - Platform	Parity with BA Retail	16.42	UD	42495	2	16.88	11.94	
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	11.48	30.78	4401	48	16.45	2.39	-8.08
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	80.50	44.30	46896	316		2.24	-16.19
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	76.68	95.77	35398	71		5.02	-3.80
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	51.05	88.73	35398	71		5.94	-6.34
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	19.60	70.42	35398	71		4.72	-10.78
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.67	23.73	46896	316		2.20	-2.30
POTS Complex - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD					
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	UD	UD					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	UD	UD					
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	UD	37.82		156			
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	UD	37.93		29			
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	UD	70.80		185			
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	75.95		156			
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	43.10		29			
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	UD	74.60		63			
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	UD	20.54		185			
Special Services - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.30	0.00	444982	1896		0.12	2.36
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.17	0.00	444982	1896		0.09	1.79
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.80	NA	1313		8.17		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.57	NA	1313				
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	56.77	NA	1263				
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.56	NA	1263				
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	20.79	NA	1313				
Legend Notations defined on Legend sheet - last page									

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**CLEC Aggregate Performance**  
**TRUNKS**

ORDERING		Aggregate Interconnection							
Metric #		Standard	Actual Performance		Number of Observations				
OR 1 - Order Confirmation Timeliness									
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	95% on time: 10 Business Days Negotiated Process	2.14						
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)		16.63						
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)		100.00						
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)		95% on time: 10 Business Days						
OR-1-13	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days	100.00		67				
OR-2 - Reject Timeliness									
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	2.00		2				
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)		100.00						
PROVISIONING									
			Actual Performance		Number of Observations				
			BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-09	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	18.88	24.00	16	2	4.13	3.10	-1.65
PR-1-09	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	40.58	30.64	19	11	18.28	6.93	1.44
PR-2 - Average Interval Completed									
PR-2-09	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	27.00	12.00	10	1	9.89	10.37	1.45
PR-4 - Missed Appointment									
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with IXC / FGD	0.00	0.00	3297	10491			
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD	NA	NA					
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	30.97	39.81					
PR-4-07	% On Time Performance – LNP Only	95% on Time		97.33		4052			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	3297	2796			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	3297	2796			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	3297	2796			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	0.23	3297	10491			
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00	0.00	3297	10491			
MAINTENANCE									
MR-2 - Trouble Report Rate									
MR-2-01	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.02	180854	172245		0.00	-8.20
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with IXC / FGD	2.38	1.97	5	30			
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	5	30			
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD	60.00	46.67	5	30	23.66		0.56
MR-4-06	% Out of Service > 4 Hours	Parity with IXC / FGD	20.00	3.33	5	30	19.32		0.86
MR-4-07	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	3.33	5	30			
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	5	30			
MR-5 - Repeat Trouble Report Rates									
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	20.00	6.67	5	30	19.32		0.69
NETWORK PERFORMANCE									
NP-1 - Percent Final Trunk Group Blockage									
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.56	0.53	359	190		0.67	0.04
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	0.56	1.05	359	190		0.67	-0.73
NP-1-03	Number FTG Exceeding Blocking Std. – 2 Months	See Guidelines		NONE		190			
NP-1-04	Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines		NONE		190			
NP-2 - Collocation Performance									
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days <sup>1</sup>	100.00		136				
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days <sup>1</sup>	NA						
NP-2-03	Average Interval – Physical Collocation	76 Days	74.71						
NP-2-04	Average Interval – Virtual Collocation	105 Days							
NP-2-05	% On Time – Physical Collocation	95% on time	100.00		68				
NP-2-06	% On Time – Virtual Collocation	95% on time	NA						
NP-2-07	Average Delay Days – Physical Collocation	See Guidelines	NA						
NP-2-08	Average Delay Days – Virtual Collocation	See Guidelines	NA						
Legend Notations defined on Legend sheet - last page									

<sup>1</sup> per DTE order issued 7/31/99, Docket 95-58

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**LEGEND**

\* = NY/NE Combined Measurement  
\*\* = NE Measurement  
& = Resale/UNE Combined Measurement  
UD = Performance metric is under development  
NA = No Activity  
TBD = Performance standard is to be determined  
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments  
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days  
10+ Loops, Negotiated  
95% Completed Within  
Window = Standard for Cut-Over Window  
1 to 9 lines: 1 hour  
10 to 49 lines: 2 hours  
50 to 99 lines: 3 hours  
100 to 199 lines: 4 hours  
200 plus lines: 8 hours  
EEL = 1-9 Loops, 15 days  
10+, Negotiated  
No Facilities, ECCD+15 Days  
Disconnects, 2 Days  
IOF = Facilities Check, 72 Hours  
Facilities Available (Quantity 1-8), 15 Days  
Facilities Available (Quantity > 8), Negotiated  
Facilities not available, Negotiated  
Jeopardy = 100% at least 24 hours before due date with facilities  
100% at least 48 hours before due date without facilities